



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: M.L. Denham et al. Attorney Docket No.: 121122
Application No.: 10/668,043 Group Art Unit: 3625
Filed: September 22, 2003 Examiner: --
Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER
SERVICE UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

INFORMATION DISCLOSURE STATEMENT

February 12, 2004

TO THE COMMISSIONER FOR PATENTS:

Applicants are aware of the information listed in the attached form that may be material to the prosecution of the above-identified patent application.

1. X Copies of the listed patents, publications, and other information are enclosed for the Examiner's use.
2. X Pursuant to 37 C.F.R. § 1.97(b), this Information Disclosure Statement is being filed within three months of the filing date of the national application (other than a CPA), within three months of the date of entry of the national stage as set forth in 37 C.F.R. § 1.491 in an international application, before the mailing date of a first Office Action on the merits, or before the mailing date of a first Office Action after the filing of an RCE.

Respectfully submitted,

CHRISTENSEN O'CONNOR
JOHNSON KINDNESS^{PLLC}

Mauricio A. Uribe
Registration No. 46,206
Direct Dial No. 206.695.1728

I hereby certify that this correspondence is being deposited with the U.S. Postal Service in a sealed envelope as first class mail with postage thereon fully prepaid and addressed to Mail Stop Missing Parts, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the below date:

Date: February 12, 2004
MAU:md

LAW OFFICES OF
CHRISTENSEN O'CONNOR JOHNSON KINDNESS^{PLLC}
1420 Fifth Avenue
Suite 2800
Seattle, Washington 98101
206.682.8100



INFORMATION CITED BY APPLICANTS THAT MAY BE MATERIAL TO THE
PROSECUTION OF THE SUBJECT APPLICATION

Applicants: M.L. Denham et al. Attorney Docket No. 121122
Application No.: 10/668,043 Group Art Unit: 3625
Filed: September 22, 2003 Examiner: --
Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER
SERVICE UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

U.S. PATENT DOCUMENTS

*Examiner Cite	Kind	Date	
Initials No.	Document No.	Code	(mm/dd/yyyy) Name

NONE

FOREIGN PATENT DOCUMENTS

*Examiner Cite	Kind	Publication Date	Country	English Abstract Translation Provided Provided
Initial No.	Document No.	Code	(mm/dd/yyyy)	

NONE

OTHER INFORMATION

(Including Author, Title, Date, Pertinent Pages, Etc.)

*Examiner Cite	
Initial No.	
_____ O1	Aldrich, Susan E., "NetReflector InstantSurvey for Customer Feedback," <i>Strategic Research Service</i> , Patricia Seybold Group, March 28, 2002.
_____ O2	"Athena," <i>LeisureSoft.com</i> , ©2001, < http://www.leisuresoft.com/athena/intro.html > [retrieved April 12, 2003].
_____ O3	"Autoresponder FAQ's. Autoresponders UK," <i>Auto-Responder.co.uk</i> , ©2003, < http://www.auto-responder.co.uk/faq.htm > [retrieved April 12, 2003].
_____ O4	"Autoresponder Review: Essential Guide to Email Autoresponders," <i>Autoresponder-Review.com</i> , n.d., < http://www.autoresponder-review.com/ > [retrieved April 12, 2003].

LAW OFFICES OF
CHRISTENSEN O'CONNOR JOHNSON KINDNESS^{PLLC}
1420 Fifth Avenue
Suite 2800
Seattle, Washington 98101
206.682.8100

- _____ O5 "Autoresponder," *GetResponse.com*, ©2003, <<http://www.getresponse.com/>> [retrieved April 12, 2003].
- _____ O6 "Cisco E-mail Manager," *Messageman.co.uk*, n.d., <<http://www.messageman.co.uk/collaboration/Products/CiscoEmailManager/>> [retrieved April 12, 2003].
- _____ O7 "Company Profile," *SurveySite.com*, ©2002, <<http://www.surveysite.com/newsite/docs/profile.htm>> [retrieved April 10, 2003].
- _____ O8 "Email and Web Survey," *ExploreCommerce.com*, ©2003, http://www.explorecommerce-email-marketing.com/email_marketing_survey.asp [retrieved April 10, 2003].
- _____ O9 "E-Mail Surveys," *SurveySite.com*, ©2002, <<http://www.surveysite.com/newsite/docs/email.htm>> [retrieved April 10, 2003].
- _____ O10 "Evaluating Web Sites and Other Electronic Resources," October 20, 2000, <<http://www.langara.bc.ca/vnc/eval.htm>> [retrieved April 10, 2003].
- _____ O11 "Express Feedback™," *PlanetFeedback.com* ©2003 <http://biz.planetfeedback.com/bizsite/products_expressfeedback.jsp> [retrieved April 12, 2003].
- _____ O12 "Inside Technique: Popup Surveys: Defining a Survey," *SiteExperts.com*, ©2001, <<http://www.insidedhtml.com/tips/html/ts06/page2.asp>> [retrieved April 10, 2003].
- _____ O13 "Inside Technique: Popup Surveys: Server-side Processing," *SiteExperts.com*, ©2001, <<http://www.insidedhtml.com/tips/html/ts06/page3.asp>> [retrieved April 10, 2003].
- _____ O14 "Instant Survey Key Features," *NetReflector.com*, ©2002, <<http://www.netreflector.com/key-features.shtm>> [retrieved April 10, 2003].
- _____ O15 Isaacs, S., "Inside Technique: Popup Surveys," *SiteExperts.com*, ©2001, <<http://www.insidedhtml.com/tips/html/ts06/page1.asp>> [retrieved April 10, 2003].
- _____ O16 "Microsoft.com Research Panel," ©2004, <http://www.microsoft.com/mscorp/marketing_research/021016newsletter.htm> [retrieved April 10, 2003].
- _____ O17 "Our Commitment to Good Methodology," *SuperSurvey.com*, ©2003, <<http://www.supersurvey.com/methodology.htm>> [retrieved April 10, 2003].

- _____ O18 "Pop Up Surveys to Measure Ad Effectiveness," *WebSurveyor.com*, ©2003, <http://www.websurveyor.com/learn_news0201_bp.asp> [retrieved April 10, 2003].
- _____ O19 "'Pop-Up' Survey Methodology," *SurveySite.com*, ©2002, <<http://www.surveysite.com/newsite/docs/popsoft.htm>> [retrieved April 10, 2003].
- _____ O20 "PromaSoft AutoResponder - Email Automation," *AutoReplying.com* ©2002, <<http://www.autoreplying.com/screenshots.htm>> [retrieved April 12, 2003].
- _____ O21 "PromaSoft Autoresponder Overview," *AutoReplying.com* ©2003, <<http://www.autoreplying.com/overview.htm>> [retrieved April 12, 2003].
- _____ O22 "Provider Directory," *SurveyComplete.com*, ©2004, <<http://www.surveycomplete.com/directory/0-1-169-394a.html>> [retrieved April 10, 2003].
- _____ O23 "Quickly Send Email Survey Invitations!" *WebSurveyor.com*, ©2003, <http://www.websurveyor.com/prod_pricesemail.asp> [retrieved April 10, 2003].
- _____ O24 "Shopping Cart Analysis," *SurveySite.com*, ©2002, <<http://www.surveysite.com/newsite/docs/shopping.htm>> [retrieved April 10, 2003].
- _____ O25 "SuperSurvey™ A Solution From Tercent, Inc.: Product Overview & Specifications," *Tercent.com*, ©2001, <<http://www.supersurvey.com>> [retrieved April 10, 2003].
- _____ O26 "SuperSurvey™ Help Terms," *SuperSurvey.com*, ©2001, Tercent, Inc. <http://www.supersurvey.com/help/distribution_text.htm> [retrieved April 10, 2003].
- _____ O27 "SuperSurvey™ Product Specs v1.0," *SuperSurvey.com*, ©2001, Tercent, Inc. <<http://www.supersurvey.com/specs.htm>> [retrieved April 10, 2003].
- _____ O28 "Survey Tracker HTML-Based E-Mail Information Page," *SurveyTracker.com*, ©2003, <<http://www.surveytracker.com/htm/software/emailhtml.htm>> [retrieved April 12, 2003].
- _____ O29 "SurveySite Success Stories," *SurveySite.com*, ©2002, <<http://www.surveysite.com/newsite/docs/client.htm>> [retrieved April 10, 2003].

- _____ O30 "SurveyTracker Plus E-Mail/Web 3.0," *SurveyTracker.com*, ©2003,
<<http://surveytracker.com/htm/software/plusmail.htm>> [retrieved April 12, 2003].
- _____ O31 "System Features and Capabilities," *SurveyPro.com*, ©2003
<<http://surveypro.com/info/features.html>> [retrieved April 11, 2003].
- _____ O32 "Web Pop-Up Survey," *Planet eMarketing.net*, n.d.,
<<http://www.planeti.net/english/txt-401T.html>> [retrieved April 10, 2003].
- _____ O33 "Web Site Evaluation," *SurveySite.com*, ©2002,
<<http://www.surveysite.com/newsite/docs/howwork.htm>> [retrieved April 10, 2003].
- _____ O34 "Web-Based Surveys," *SurveySite.com*, ©2002,
<<http://www.surveysite.com/newsite/docs/webbased.htm>> [retrieved April 10, 2003].

Examiner

Date Considered

*Examiner: Initial if reference considered, whether or not citation is in conformance with M.P.E.P. § 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

MAU:md

LAW OFFICES OF
CHRISTENSEN O'CONNOR JOHNSON KINDNESS^{PLLC}
1420 Fifth Avenue
Suite 2800
Seattle, Washington 98101
206.682.8100